

## Avaya Call Centre Vectoring Guide

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A call vector is a set of commands in an Avaya communications system that provides call flow. A vector can contain up to 32 steps and is used to provide customized call routing, play announcements, route calls to both internal and external destinations, and collect digits to respond to dialed information.

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Avaya Communication Manager Call Center Call Vectoring and Expert Agent Selection (EAS) Guide Release 2.0 555-245-783 Issue 1.0 November 2003

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### Avaya Call Center

Powered by Zoomin Software. For more details please contact: Products & Solutions. Products & Solutions

### Avaya Documentation

• Create vectors to meet the needs of the callers and the call center operations - say play expected wait time announcement without a need of an IVR, set UUI data to send to adjuncts: You can define vector variables in a central variable administration table and change the assigned values by means of special vectors, VDN's or Feature Access Codes (FACs).

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171. Depending on your system, see one of the following documents for a detailed description of Call Vectoring: Avaya Communication Manager Contact Center – Call Vectoring and EAS Guide, 555-233-517, or Avaya MultiVantage Call Center – Call Vectoring Guide for BCS and Guestworks, 555-233-518.

### AVAYA COMMUNICATION MANAGER CONTACT CENTER MANUAL Pdf ...

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across Avaya Aura® Call Center (CC) Elite systems and non–voice channels. A simple extension to your CC Elite system, Elite Multichannel enables response time reporting and monitoring that can increase agent efficiency for voice, e–mail, fax, web Chat, SMS text or social media customer contact.

### Avaya Call Management System

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